Dear GAMSAT Candidates,

As we head into the GAMSAT testing window, candidates are reminded to complete the technical readiness check with ProctorU. If you have not already done so, please do this as soon as possible.

Candidates are also asked to check their test booking time. We have noticed a number of bookings scheduled for 12AM, Midnight. When you log into the ProctorU booking site, the system uses this as the default time so if anyone has accidentally booked for Midnight, thinking this is Midday, we would suggest you re-schedule your session while you still have time. We would also suggest you double check your booking time to make sure your time zone is correctly set, and that you have a session booked for a time that suits you.

Before your scheduled test session, you must ensure your test room meet these requirements:

- An appropriate workstation on a stable desk. Your workspace must be uncluttered and free of prohibited items.
- A room that is free from distractions, noise and no other person including children or animals is permitted in the test room. Proctors may require you to move your sitting position or change to a different room on your test day if they believe your sitting position or test room is not suitable.
- Suitable temperature, lighting and ventilation.
- Your internet connection must be stable and strong. You may wish to remind other people who share your internet connection to minimise their use during your exam.

Unpermitted programs will be detected by the ACER test app while you are sitting the test. Your test will be locked and you will not be able to continue the test if such programs are detected. Hence, please ensure any remote controlling software such as TeamViewer and VNC have been disabled or uninstalled before you sit the test.

During your test session, the following actions may need to be taken by your online proctor to ensure that your test is administered securely and within the test rules:

- Communicate with you via the chat box or audio if there is an issue.
- Ask you to adjust your webcam in order to be able to see your face and what you are doing clearly during the entire test session. If you are planning to use a laptop when you sit the test and the angle of the integrated webcam is not adjustable, you may consider using an external webcam.
- Transfer you to another online proctor or technician.
- Your test session may need to be paused to check your equipment or to resolve a technical issue. In such instances, the test timer may need to be paused depending on the severity of the issue.
- If you act in a manner that is intentionally disruptive, offensive or abusive during your test session or after the test, or if you engage in any of the acts listed as misconduct, the proctor will give you a warning, and they may stop your test session if you repeatedly engage in the behaviour after the warning. In such cases, ProctorU will provide an incident report to ACER. You will also have to contact ACER immediately by email or by using the message function in your ACER candidate account after your test session in order to resolve the matter.
Proctors are unable to answer any questions regarding the content of the test. If you wish to query a particular test question on the day of the test you should alert the online proctor of your concern and contact ACER by email immediately after your test. Queries will be reviewed by ACER.

We have been advised by ProctorU that candidates experiencing issues prior to launching the test session will have a 15 minute window, working with a ProctorU technician, to resolve the issue. After 15 minutes if the issue is not resolved you will be asked to re-schedule your exam. Your proctor will provide you with instructions on how to do this. For this reason, you are strongly advised to complete all of the necessary equipment checks and have all required documents ready before your test session.

If you experience any issues (for example, technical or connection problems) during your test session, you should communicate these to your proctor immediately so that they may be resolved. It is possible that your test session may need to be rescheduled within the test window.

While ProctorU will notify us of any such cases, we also ask that candidates who do have technical issues and lose time to please also contact the GAMSAT Office by email immediately after your test so that we can review your sitting. Please provide as much information as possible. Your case will be investigated based on the ProctorU test session records, ACER online test logs, and any information provided by you in writing. ACER will take appropriate actions to rectify the issue within the test window.

Lastly, there may be periods where wait times are longer than normal with ProctorU as they work to meet the increased demand for remote proctoring, so please be patient during your scheduled test sessions.

Regards,

The GAMSAT Team
ACER
gamsat.acer.org